



David Mitchell
Deputy Commissioner
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Virginia Department of Motor Vehicles

DMV Overview

Mission

To promote **security, safety and service** through the administration of motor vehicle and tax-related laws.

Vision

Peak performance – everyone, every time



Key Performance Objectives

Service Wait Times

To provide a reasonable wait time for customers conducting business in customer service centers.

Baseline: 23 minutes FY2006

Target: 20 minutes FY2007



Key Performance Objectives

Customer Interaction

To reduce the number of interactions between a citizen and DMV to complete a single transaction.

Baseline: 1.82 interactions FY2006

Target: 1.5 interactions FY2007



Key Performance Objectives

Highway Safety

To decrease the number of traffic fatalities by 100 by 2010.

Baseline: 946 fatalities FY2005

Targets: 906 fatalities FY2007

846 fatalities FY2010



Key Performance Objectives

Driver's License Security

Number of tips to "Zero Fraud" hotline
leading to arrests

Baseline: .28% FY 2006 (Half)

Target: No more than 1% FY 2007





Security • Safety • Service



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